

# NOTICE OF VACANCY

**AUGUSTA, GEORGIA** is presently in the process of recruiting for the position described below. Applications for the positions will be given and taken at **THE HUMAN RESOURCES DEPARTMENT** on **MONDAY - FRIDAY** from **9:00 AM - 4:00 PM**. After the recruiting period is expired, the applications will be referred to the respective department.

<b>JOB TITLE:</b>	<b>Call Taker</b>
<b>DEPARTMENT:</b>	<b>Communications Center - 911</b>
<b>SALARY:</b>	<b>\$20,167.00 Annually</b>
<b>BEGINNING DATE:</b>	<b>January 14, 2004</b>
<b>CLOSING DATE:</b>	<b>open until filled</b>

**\*\*\*NOTICE:** Applicants must provide a completed 'Criminal and Driver's History Waiver' and a copy of the applicant's High School diploma/GED, birth certificate, DD214 (if, applicable), social security card and driver's license with the application. Any other documents supporting the applicant's qualifications may also be submitted. Applications without the requested documents will not be considered.\*\*\*

## MINIMUM QUALIFICATIONS:

High School diploma, trade school, or equivalent level of education; Basic Communications Officer Certification as required by the State of Georgia or the ability to achieve the same within six months of being employed; National Associations of Emergency Dispatch Certification in Fire, Police, and Medical protocols or the ability to obtain the same within twelve months of being employed. Experience in communication and dealing with the public, perform principal duties and responsibilities. Considerable knowledge of telephone procedures and equipment. Proficiency in working within deadlines, interpersonal communication, and report preparation. Demonstrated ability to perform multiple tasks at one time. Strong communication skills, both oral and written. Demonstrated ability to work independently. Considerable knowledge of operations of government departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations. Strong understanding of the factors relating to crisis intervention and calming techniques. Skill in the operation of computers.

## MAJOR DUTIES:

To receive incoming telephone calls on the 9-1-1 Phone Lines and the Administrative Lines and identify the proper Public Safety response. To enter all information pertaining to Calls for Service into the Computer Aided Dispatch (CAD) computer system. To update the CAD regarding any additional information or call backs regarding calls for service. To work closely with other 9-1-1 Call Takers and Communication Officers to ensure the relay of information critical to the Public Safety Response. To receive and properly disseminate GCIC/NCIC information as governed by Georgia Law and GCIC policies and procedures. To maintain equipment inspection of equipment to ensure serviceability.

We are an equal opportunity employer.